



COMPLAINTS & GRIEVANCES

POLICY

Rationale:

- At Cana Catholic Primary School, we are committed to providing a safe and supportive environment for all members of the school community. This is characterised by fairness, mutual trust, respect and reconciliation. A safe and supportive environment is developed when all members of a school community promote open communication, tolerance and positive relationships. When issues are identified early, matters can be resolved immediately.

Aims:

- To implement procedures to safeguard the rights and responsibilities of all members of the school community.
- To deal with complaints sensitively, promptly and confidentially.
- To treat all members of the school community with trust and respect.
- To ensure the privacy and wellbeing of members of the school community.

When addressing a complaint, it is expected that all parties will:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Principal, Deputy Principal, or Wellbeing Leader to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or Wellbeing Leader may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

3. **Response:** Where possible, a resolution meeting will be arranged with the Assistant Principal/Principal/Wellbeing Leader to discuss the complaint with the objective of reaching a resolution satisfactory to all parties.

4. **Timelines:** Cana Catholic Primary School will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Cana Catholic Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate. In situations where further time is required, Cana Catholic Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Implementation:

- Parents are to make contact firstly with the class teacher and have a conversation that leads to a resolution and / or reconciliation.
- Grievances and / or complaints that are received in writing from a parent are followed up by the person who has received the letter. A conversation to deal with the complaint is had and reconciliation is anticipated.
- If the matter is not resolved or is not appropriate for the teacher to address then contact the Principal.
- Processes include sharing of information that leads to a resolution, suitable options to explore, positive action and feedback to all concerned.
- The focus is on reconciliation and that reasonable compromise is agreed upon.
- Mediation is to be organized at the local level if necessary.
- Counselling is to be offered for the affected students or parents if required.
- Appropriate consequences for those who have made inappropriate choices if deemed necessary.
- Appeals at Catholic Schools Office: To the Regional Manager at the Northern Office - Catholic Education Melbourne.

This policy was last reviewed in 2019